



WINDRUSH PATIENTS' NEWSLETTER FOR MARCH - APRIL 2022

In this issue:

- Speaking to a receptionist in private
- New GPs at the Windrush
- Dispensary news: changes to opening times and our new Dispensary Manager
- Cancer care at the Practice
- Are you worried about your fuel bills? Help is at hand ...
- Prescription collection dates

Speaking to a Receptionist in private

If you need to speak to one of our receptionists in private, then please just let him or her know and they can take you along to a separate private room. There may occasionally be a delay if someone else is in the room already - so please bear with them if that is the case.

New GPs at the Windrush

Good news ... two additional GPs who have now joined our Practice. Dr Jane Weldon and Dr Kathryn Gilbert took up their posts in January. And in addition, Dr Melissa Freneat, who has been a GP registrar with us, is now staying as a fully-fledged GP. Welcome to them all!

Our new Dispensary Manager: we are pleased to let you know that Ieva Smith has now taken over as the Dispensary Manager at the Windrush. Ieva has been with our Dispensary for several years and we can rest well assured that we will continue to be in safe hands.

The Witney Minor Injuries Unit

As the name suggests, you can go there for *injuries* such as broken bones, severe sprains, deep cuts, eye injuries, minor head injuries and minor burns and for much of the time there are also x-ray facilities. You are likely to be seen more quickly than if you go to A&E – which is for potentially life-threatening conditions such as chest pain or symptoms of a stroke. As you will appreciate, at the A&E department they must give priority to those more serious cases – so you may well have to wait longer to be seen.

The staff at the Minor Injuries Unit have all the training, skills and expertise to deal with your needs. And being seen at the unit is easier than ever now as you can actually make an appointment to go there via the NHS 111 service. When you call 111 you will be carefully questioned about your injury – either by phone or on-line. The call handlers then ensure that the patients are referred to the right place and are given an appointment.

Cancer Care at the Practice:

Some really helpful news for our patients with cancer; the Windrush has introduced Cancer Care Review clinics.

These are delivered by Jacqui, who is a highly experienced Registered General Nurse with extensive knowledge and skills developed over 36 years across all aspects of the NHS. The majority of her career has been supporting people affected by cancer – as a Cancer Nurse Specialist in Oxford and working directly for many years for Macmillan Cancer Support. Jacqui is also a Trustee at Penny Brohn UK – a charity which offers a holistic approach to helping people live well with cancer. This gives anyone affected by cancer the practice, emotional and social support they need to improve their quality of life and to manage the fear and uncertainty that a cancer diagnosis may bring.

Dispensary News: Changes to opening times ...

Our dispensary team is currently experiencing staff shortage. As a result, they need to close the hatch between 1 pm and 2 pm each day. This allows a full complement of staff before and after the break, rather than being short-staffed over spread lunch times.

The Dispensary team is available by telephone on 01993 708 452 between 9 am and 12 noon or between 2 pm and 5 pm from Monday to Friday.

Cervical Screening – this is important ... please help our Practice to help you: as the Aunty of a young woman who went for a routine cervical screening test – the results of which saved her life – I really wanted to include this piece below.

All women and people with a cervix between the ages of 25 and 64 should go for regular cervical screening.

When will you be invited for a smear test?

up to six months before you turn 25: 25 – 49 every three years:

50 – 64 every five years: 65 or older only if one of your last three tests was abnormal.

How will you be invited to book an appointment? You will get a letter in the post inviting you to make an appointment. If you missed your last cervical screening, you do not need to wait for another letter to book an appointment.

How can you book an appointment for a cervical screening test? If you get a letter, then just call the Patient Services Team on 01993 702911. You will also be able to receive full details of what happens when you get to your appointment.

Are you worried about your fuel bills while you are keeping warm this winter? Would you like some advice on lowering your energy bills, switching provider/tariff, or accessing financial assistance? Would you like to chat to someone about any aspect of keeping warm and well?

Better Housing Better Health has a free helpline which you can use on 0800 107 0044 (Monday to Friday 9 am to 5 pm) or e-mail them at bhbh@nef.org.uk They will protect and process your personal information in accordance with their data protection policy and your personal information will only be used for the purposes of the projects that they are promoting through this service. They will seek your consent if they refer you on to any other service. Also – you can refer someone else, whether you are a relation, friend or an advocate.

Prescription collection dates March/April:

- If the date on your latest prescription package is February 4th, then your next prescriptions are due on March 4th and then April 1st
- If the date is February 11th then your next prescriptions are due on March 11th and then April 8th
- If the date is February 18th, then your next prescriptions are due on March 18th and April 15th
- If the date is February 25th your next prescriptions are due on March 25th and April 22nd.

Your Patients' Group We are working for all the Patients of the Windrush. If you would like to contact us, then please a note in the "post box" in the Resource Centre (in the corner of the Waiting Room) or by e-mailing patientgroup.wmp@nhs.net.
If you would like to receive our regular electronic bulletins, then please contact the same e-mail address and we will happily add you to our mailing list.